



Frequently Asked Questions

How can my loved one with a disability sign up for ACES\$ Financial Management Services?

Getting started is easy! Just send us a copy of the award letter that lists an effective date.

Email

SupportIL@mycil.org

Fax

1-217-528-9849

Mail

ACES\$ Illinois in Springfield
2960 Baker Drive
Springfield, IL 62703

ACES\$ Illinois in Tinley Park
7820 Graphics Drive
Suite 106
Tinley Park, IL 60477

Can ACES\$ Illinois help me complete the enrollment packet?

Yes! Our experienced Enrollment Specialists are eager to assist you!

When can my Personal Support Worker (PSW) start?

We'll provide your PSW with a start date after we complete the required background checks.

How often do PSWs need to complete the Child Abuse and Neglect System (CANTS) form?

PSWs must complete the CANTS form annually.

I signed up for direct deposit. How long does it take?

ACES\$ will complete a pre-note to ensure the account is valid. This can take one to two pay periods to complete.

I have been receiving direct deposits, but I received a paper check this pay period. Why?

The number one reason why PSWs receive paper checks when they are signed up for direct deposit is because ACES\$ received the timesheet after the scheduled due date.

How often do I need to complete the service authorization form?

You'll need to complete the service authorization form any time there are:

- changes with the budget
- changes with a PSW
- changes with Self-Direction assistants
- changes with the Employer
- termination of services

I want to give my PSW a pay increase. When should I submit the service authorization?

If you want the increase to be effective during the month you submit it, we need to receive it by the 4th of the month. If not, the pay rate change will happen the following month.

I need to update my contact information. Where can I find the form online?

Visit ACES\$ Online by typing login.mycil.org in your browser. Click "Document Center," select "Illinois Department of Human Service" and click "ACES\$ Change Contact Information Request" form.

Can we submit timesheets online?

Yes! Visit ACES\$ Online at login.mycil.org. Then, click "Register for an Account." Please note: both the PSW and the Employer must register for an ACES\$ Online account.